

CITY OF FOLSOM

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, perform highly responsible, specialized, and technical office support activities, with principal clerical responsibility for a variety of complex but well-defined, Department-wide administrative functions; explain rules, policies, and operations related to department records and programs; provide information and assistance to the public; may coordinate administrative and clerical activities among the divisions of the department; and perform related work as required. Incumbents may oversee, monitor, and direct the work of lower level personnel.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant series is the highly specialized level in the clerical series that has principal clerical responsibility for a variety of complex, but well-defined Department-wide administrative functions, such as budget compilation, a multi-faceted payroll, contracts, Committee or Commission minutes, document imaging, payment processing, and/or Council agenda item preparation, and may take assignments directly from a department head. Some positions may provide direct supervision for a small proportion of the time. Incumbents work on specialized administrative activities containing a high number of complex and difficult tasks and assignments. Positions at this level are distinguished from those in the lower classification of Senior Office Assistant by their principal clerical responsibility for a variety of complex but well-defined, Department-wide administrative functions; the independence with which they perform their duties; and their lead work. This class is distinguished from the classification of Administrative Assistant – Confidential in that the latter has access to confidential and sensitive labor-relations information. This class is distinguished from the class of Executive Assistant in that the latter serves as primary clerical support to the City Manager or Chief of Police.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Act as technical resource on more difficult administrative support problems or specialized issues; monitor quality and timeliness of unit work.
- As lead worker, instruct employees in the interpretation and application of regulations, policies, and procedures related to the department's programs and automated systems.
- As a direct supervisor, assign work, train, and provide input into the evaluation of the performance of one or two temporary or permanent staff members.
- Identify and provide individual instruction to co-workers for work deficiencies.
- Coordinate schedules and meetings.

- Compile budget data, participate in preparation of department's budget, and analyze draft budget figures.
- Develop recommendations for revisions in organizations or procedures to reflect changes in operations or improvements in existing practices.
- Assist the public in person or by phone; answer inquiries related to department services, programs, and operations.
- Prepare notices, reports, flyers, letters, fiscal, or other documents and information.
- Compile data and maintain forms and spreadsheets.
- Research and assemble information and verify that information or data is complete, accurate, and consistent.
- Process and maintain payroll records.
- Generate monthly performance evaluations and forward information to supervisors with appropriate forms.
- Respond to surveys.
- Take and transcribe Commission or Committee minutes.
- Classify expenditures to the appropriate expenditure accounts, and prepare purchase order requisitions
- Provide principal clerical support for the development of Council Agenda items, coordination with the centralized agenda preparation system, etc.
- Process and maintain contracts and payment files
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

NOTE: The level and scope of the following knowledge and abilities are related to duties listed under the "Examples of Essential Duties" section of this specification.

Knowledge of:

- Office management methods and procedures.
- Principles of business administration, budget administration, accounting, payroll and personnel administration.
- Principles and practices of taking formal minutes of Committees or Commissions
- Modern office practices, and department specific methods, procedures, policies and regulations.
- Programs, goals, and purpose of the assigned department.
- English grammar, vocabulary, spelling, and punctuation.
- Business letter writing.
- Leadwork and staff development techniques and practices.
- Common word processing, spreadsheet, and database software.
- Modern office equipment and computer software, including scanning, printing, faxing, electronic document classification, and word processing, spreadsheet, presentation, accounting and database software

Ability to:

- Analyze administrative problems and develop recommendations.
- Prepare and analyze statistical data, tables, and charts.
- Plan, evaluate, train, and supervise work of others.
- Answer a variety of questions related to department programs and processes.
- Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.
- Provide verbal and written instruction to others.
- Prioritize, organize, assign, and monitor workload.
- Learn the basic principles as well as the highly specialized components of the automated systems used in the department.
- Apply the rules, regulations, policies, and procedures pertaining to initial application for the assigned department's services.
- Apply appropriate questioning content and techniques for interviewing applicants.
- Enter data accurately into automated system and identify methods to independently verify the accuracy of the data entry.
- Locate, identify, and correct inaccurate or incomplete information.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Three (3) years of full-time, increasingly responsible administrative secretarial experience.

License, Certificate, Registration Requirements:

At the option of the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits, designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to the following:

- Some positions may require the possession of, or the ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be evaluated on a case-by-case basis.
- Notary Public Commission

Physical Requirements:

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/ Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/ Psychological: frequent decision-making and

concentration; frequent public and/or coworker contact; occasional working alone. (7)
Environmental: frequent exposure to noise.

Information Block

Class Code:

FLSA Status:

Established:

Revised:

Retitled:

Workers Compensation Code

Bargaining Unit: